

SAP Business Network: UHN Ship To Addresses

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Description

This document provides the actions required to resolve a rejection reason for an invalid **Ship To address** when submitting an invoice on the **SAP Business Network**. It provides the steps to select the correct **UHN Ship To address** details and reviews the automated **Ship To address** validation process.

The **Ship To address** selected should be the location where the service took place, or where the goods were delivered. If the work took place at multiple locations, only one address needs to be entered. It is imperative to use the exact address details and format to eliminate invoices being rejected by the system. Please do not manually override or type a custom address.

Audience: SAP Business Network Suppliers

Rejection Reason Message

All invoices submitted on the **SAP Business Network** with an invalid **Ship To** address will be automatically rejected.

1. If an invoice is rejected, it will be returned to the **SAP Business Network** dashboard with the status as **Rejected**.

| Invoice Number | Customer | Reference | Invoiced Date ↓ | Amount | Routing Status | Invoice Status | From address | To address | Actions |
|--------------------|--------------------------------------|-----------|-----------------|-----------|----------------|----------------|--------------|------------|---------|
| FEPT202603 2318 | University Health Netwo rk - TEST | | Mar 26, 2026 | \$113 CAD | Failed | Rejected | | | ... |

2. A **Rejection Reason** message will display in the invoice details on the **SAP Business Network** dashboard.
3. To resolve this error, re-submit the invoice with the correct Ship To address information. Click the **Edit & Resubmit** button.

Invoice: FEIIWPHC Done

Edit Create Line-Item Credit Memo Create Line-Item Debit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

Rejected Invoice:

Reasons:

INV-38: The invoice was successfully received.

DOC-158: Document propagation was on hold, pending action from flow extension provider.

DOC-159: Flow extension provider(s) had completed their action, document resumed for propagation.

DOC-1: REJECTION REASON: Ship to address has invalid name: West Park Healthcare Centre, Please use this link to find correct address values: <https://uhn-services.c-330f25a.kyma.ondemand.com/ship-to-list/>

Invoice could be rejected due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice, or contact the buyer for more information. Note that buyers might reject invoices that do not meet their business rules.

Edit & Resubmit



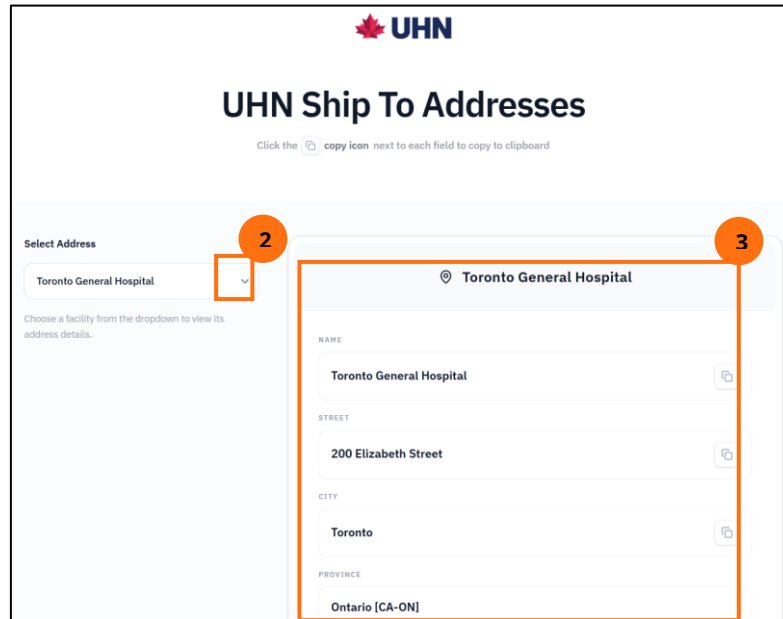
Important: During resubmission, ensure you select the correct, matching plant (Ship To) address exclusively from the approved list provided on this link: [UHN Ship-To Addresses](#). Please do not manually override or type a custom address. Adhering to this standard ensures your invoices flow directly into our financial systems, allowing them to be processed and scheduled for payment without manual correction or delay.

Selecting the Correct UHN Ship To Address

1. Click the link [UHN Ship-To Addresses](#) to be re-directed to a webpage with the exact **UHN Ship To address** details. **Note:** Depending on your security settings, the link may be flagged as suspicious. The link is legitimate and safe to access.

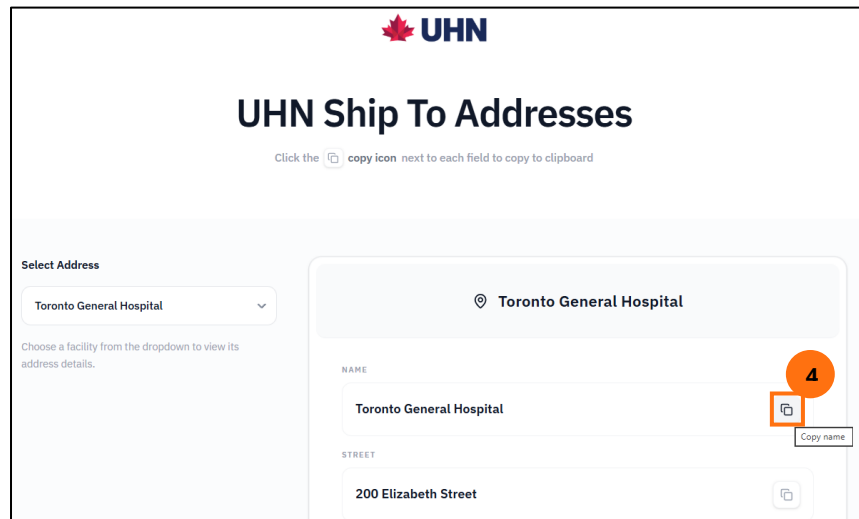
2. Using the **dropdown arrow**, select the address.

3. Address details will populate on the right.



The screenshot shows the 'UHN Ship To Addresses' page. On the left, there is a 'Select Address' dropdown menu with 'Toronto General Hospital' selected. A red box with the number '2' highlights the dropdown arrow. To the right, a panel displays the address details for 'Toronto General Hospital', including fields for NAME, STREET, CITY, and PROVINCE. A red box with the number '3' highlights this entire panel.

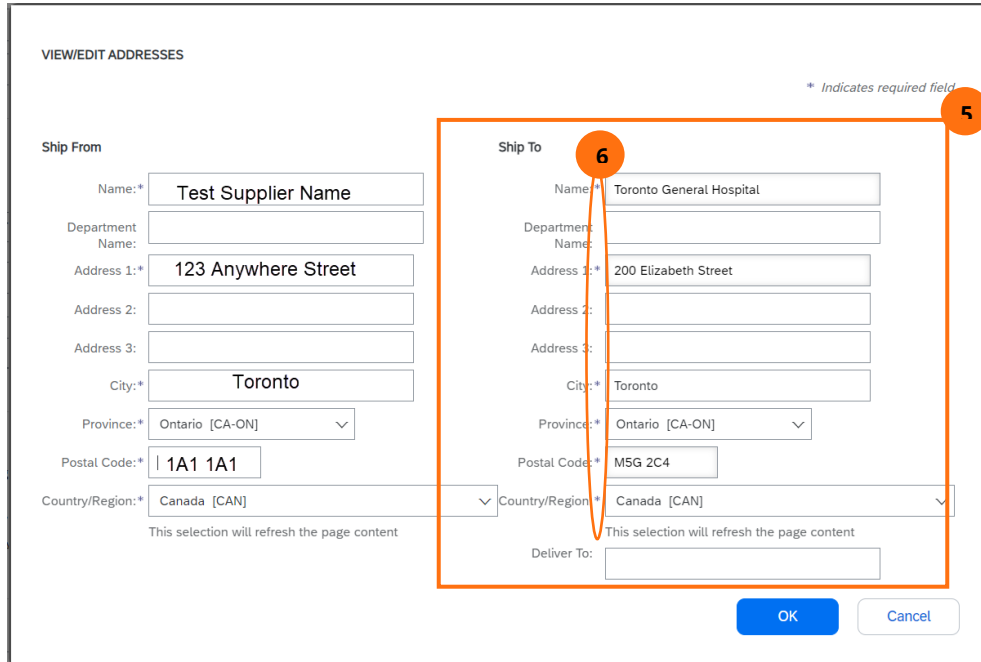
4. Click the  **copy icon** next to each field to copy to clipboard.



This screenshot shows the same page as the previous one, but with a red box and the number '4' highlighting the copy icon next to the 'NAME' field, which contains 'Toronto General Hospital'. A tooltip labeled 'Copy name' is visible next to the icon.

Note: It is imperative to use the exact address details and format to eliminate invoices being rejected by the system. Please do not manually override or type a custom address.

5. Paste the information in the **Ship-To** details in the **SAP Business Network**.
6. Repeat this for each required field, indicated by an asterisk.
7. If using the copy-paste function of this website is not an option, refer to the [Appendix](#) for a table of the correct **UHN Ship To addresses**.



Ship To Address Validation Rule

For all non-PO invoices submitted through the **SAP Business Network**, the **Ship To address** will go through an automated validation process and will be verified against the UHN master data directory for the 15 approved **UHN Ship To address** locations.

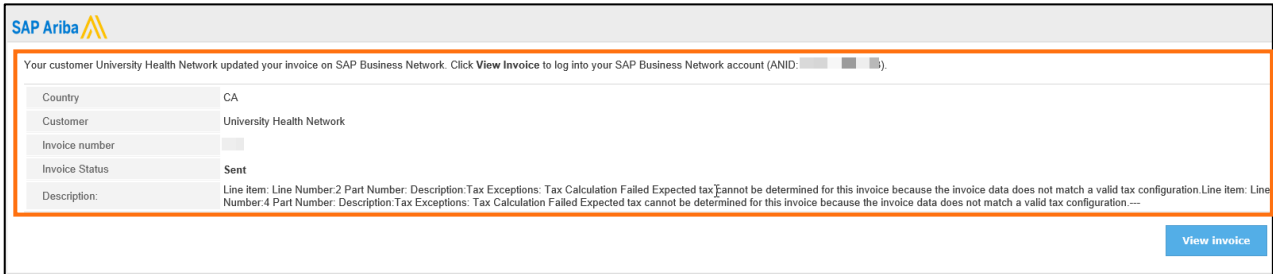
This will help improve invoice processing times and eliminate routing delays.

If a **Ship To address** does not match, the invoice will be automatically rejected by the system.

Validation criteria: Location Name, Street, City, Province, Postal Code and Country.

- **Compliant Invoices:** Invoices selecting one of the exact 15 approved plant (Ship to) addresses will process normally.
- **Non-Compliant Invoices:** Invoices containing addresses that do not exactly match the UHN master data directory will be automatically rejected by the system, and you will see a **Rejection Reason** on your **SAP Business Network** account for such invoices.

SAP Ariba Warning Message



The screenshot shows a warning message in the SAP Ariba interface. At the top left is the SAP Ariba logo. Below it, a message states: "Your customer University Health Network updated your invoice on SAP Business Network. Click View Invoice to log into your SAP Business Network account (ANID: [redacted])." A table below provides invoice details:

| | |
|----------------|---|
| Country | CA |
| Customer | University Health Network |
| Invoice number | [redacted] |
| Invoice Status | Sent |
| Description: | Line item: Line Number:2 Part Number: Description:Tax Exceptions: Tax Calculation Failed Expected tax cannot be determined for this invoice because the invoice data does not match a valid tax configuration. Line item: Line Number:4 Part Number: Description:Tax Exceptions: Tax Calculation Failed Expected tax cannot be determined for this invoice because the invoice data does not match a valid tax configuration.-- |

A "View invoice" button is located at the bottom right of the message box.

- UHN suppliers who submit invoices on the **SAP Business Network**, may receive the above warning message for any invoice submission with a discrepancy, such as, Tax amounts, Requestor validation, and Invalid Sold To.
- The invoice will still be processed, but may be delayed.
- Contact aribasupplierenablement@uhn.ca to identify the reason for the warning message, and to avoid receiving this message on future invoice submissions.

Appendix

UHN Ship To Address Details

| | | | | | |
|---|-----------------------|---------|---------|--------|---------|
| Toronto General Hospital | 200 Elizabeth Street | Toronto | Ontario | Canada | M5G 2C4 |
| Princess Margaret Hospital | 610 University Avenue | Toronto | Ontario | Canada | M5G 2M9 |
| Toronto Western Hospital | 399 Bathurst Street | Toronto | Ontario | Canada | M5T 2S8 |
| UHN Pandemic Stock | 200 Elizabeth Street | Toronto | Ontario | Canada | M5G 2C4 |
| TGH Research | 200 Elizabeth Street | Toronto | Ontario | Canada | M5G 2C4 |
| TWH Research | 399 Bathurst Street | Toronto | Ontario | Canada | M5T 2S8 |
| PMH Research | 610 University Avenue | Toronto | Ontario | Canada | M5G 2M9 |
| PMCRT Research | 101 College Street | Toronto | Ontario | Canada | M5G 1L7 |
| TRI Research | 550 University Avenue | Toronto | Ontario | Canada | M5G 2A2 |
| Toronto Rehab Bickle Campus | 89 Close Avenue | Toronto | Ontario | Canada | M6K 2V2 |
| Toronto Rehab Lyndhurst Campus | 520 Sutherland Drive | Toronto | Ontario | Canada | M4G 3V9 |
| Toronto Rehab University Ctr | 550 University Avenue | Toronto | Ontario | Canada | M5G 2A2 |
| Toronto Rehab Rumsey Center | 347 Rumsey Road | Toronto | Ontario | Canada | M4G 1R7 |
| West Park Healthcare Centre (WP) | 170 Emmett Avenue | Toronto | Ontario | Canada | M6M 2J5 |
| UHN Buttonwood Reactivation Care Centre (RCC) | 82 Buttonwood Avenue | Toronto | Ontario | Canada | M6M 2J5 |